



County of San Diego

DEPARTMENT OF ENVIRONMENTAL HEALTH HAZARDOUS MATERIALS DIVISION

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TIPS ON CREATING YOUR CERS USER ACCOUNT

If your email is already in use by another username/account:

⚠ You have errors on your form!

- The email you entered is already in use by another username/account. Please enter a different email, or sign-in using another username.

CERS recognizes that a CERS account has already been linked to this email address and there can only be one account for each email address that is registered with CERS. If you created an account and forgot your username, go back to the Business Portal Sign In page at <https://cersbusiness.calepa.ca.gov>, click on "Forgot your username?" and it can be sent to the email address you were trying to enter into the registration page.

If your username already exists:

⚠ You have errors on your form!

- Username already exists!

Usernames can only be used once. It is possible that you may have already created an account with that username or that someone used that username before you created your account. If you think it is in use because you had previously created an account and forgot your password, go back to the Business Portal Sign In page at <https://cersbusiness.calepa.ca.gov>, type in your username and click "Next", then click on "Forgot your password?"

If you are waiting on your activation email from CalEPA:

Action Needed: Email Activation of your CERS Account

To finish establishing your CERS Account:

- Look for an automated email sent to alkifa@gmail.com from CERS Technical Support (cers@calepa.ca.gov). (Make sure your email spam filter will accept emails from cers@calepa.ca.gov)
- Follow the activation instructions in the email.
- If you don't receive an account activation email within 48 hours, contact CERS Technical Support.

Please complete the email activation process by Thursday, April 04, 2013 9:16 AM or your account request will expire.

[CERS Internet Site](#)

If you succeeded in creating your user account but you never received an email to activate your account, it is most likely an issue with your email server blocking the email. The email should not take more than a couple of minutes to reach you, so if it has been longer than that, try the following steps and have the email re-sent. To do so, go back to the Business Portal Sign In page at <https://cersbusiness.calepa.ca.gov>, type in your username and click "Next", and then request that it be resent.

- First, do a search in all your email folders (including trash and spam) for cers@calepa.ca.gov to see if it went to a different place within your email.
- Add cers@calepa.ca.gov to your safe senders list and check your email filters. This will vary depending on your email provider, but doing an internet search like "how to add an email to safe senders for gmail (or whatever your email provider is)" can help you find instructions on how to do this.

If you are still having issues, contact your email provider or the person who set up your email account.